



YOUNG ENTERPRISE

Problem Solving Procedure

What happens when you a raise a concern, identify a problem or have a complaint?

Who is this Procedure for?

School staff, volunteers, parents, pupils and members of the public. Note that YE staffing issues will be covered by YE employment policies and procedures.

What are the Exceptions?

In the event of an immediate risk to a vulnerable young person/adult you should make immediate contact with the Sharon Davies Safeguarding Lead or Roy Howard Deputy Safeguarding Lead either by telephone to 07841880975 and 07739071038 or by email to sharon.davies@y-e.org.uk and roy.howard@y-e.org.uk respectively.

Context

Young Enterprise recognises its responsibility to deal fairly, constructively and consistently with expressions of concern or dissatisfaction from young people, volunteers and other adults on behalf of themselves or their children. A complaint is an expression of concern or dissatisfaction with any aspect of Young Enterprise's work. It is considered good practice to have an established process for handling concerns/problems/complaints. It is important to recognise that dealing with complaints can be very resource intensive and should be undertaken in order to contribute constructively to a process of continuous improvement.

What do I need to do to make a Complaint and how will it be handled?

Stage 1 - informal stage

Talk about the problem with the member of YE staff you normally deal with. If you prefer, ask to speak to their manager. Most problems can be successfully resolved at this stage and both parties should strive to do so without recourse to formal procedures. It is expected that individual will enter into the procedure in good faith with the aim of a resolution. We expect this to reach a satisfactory resolution within 14 days.

Stage 2 - formal investigation stage

If you are still not satisfied you can have your problem dealt with formally. You need to tell the member of staff who has been dealing with your complaint that you are still not happy, and you will need to state in writing, within 7 days, the reason you wish to take things further. Your complaint will be acknowledged within 3 working days and fully and fairly investigated, within 14 days, by a manager from another part of the service. When the investigation has been completed YE will write to you with the results of the investigation and any action that will be taken. You may also be invited to come and talk with the relevant service manager to discuss the response.

Stage 3 – Appeal stage

If you remain unhappy after receiving the formal (Stage 2) response you can ask, within 7 days, to have your complaint reviewed once only. Your request must be in writing to info@y-e.org.uk stating the reason for it.

YE will arrange for your complaint to be looked at again by a senior manager to establish what has been done so far to sort things out for you. He/she will report their findings to a Regional Director who will consider carefully if there is more that could be done to resolve the complaint.

You will receive the Regional Director's response within 4 weeks of your request for a review.

Flow chart

What happens when you a raise a concern, identify a problem or have a complaint?

